

Report No:	RCS11-10-08
File No:	
Date:	13 October 2011
<b><i>Information Only – no decision required</i></b>	

## REPORT SUMMARY

**Report to:** Community Services Committee  
**Meeting Date:** 20 October 2011  
**Subject:** Customer Services  
**Report Author:** Suzanne Westley, Customer Services Manager

### EXECUTIVE SUMMARY

The purpose of this report is to provide an update to the Committee on the Customer Services (CS) Section. Customer Services includes Richmond, Motueka, Takaka and Murchison offices.

### RECOMMENDATION/S

That the report be received.

### DRAFT RESOLUTION

**THAT the Community Services Committee receives the Customer Services Manager's Report RCS11-10-08.**

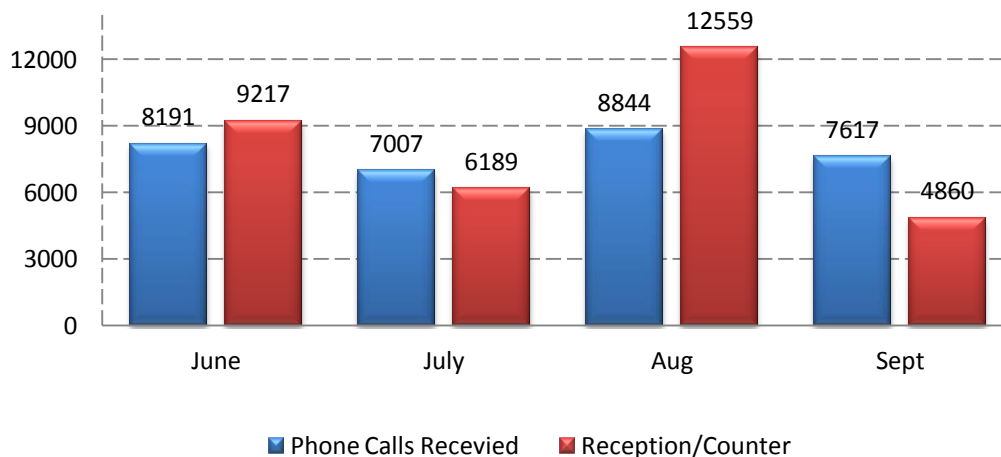
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## 1. PHONE AND COUNTER ACTIVITY

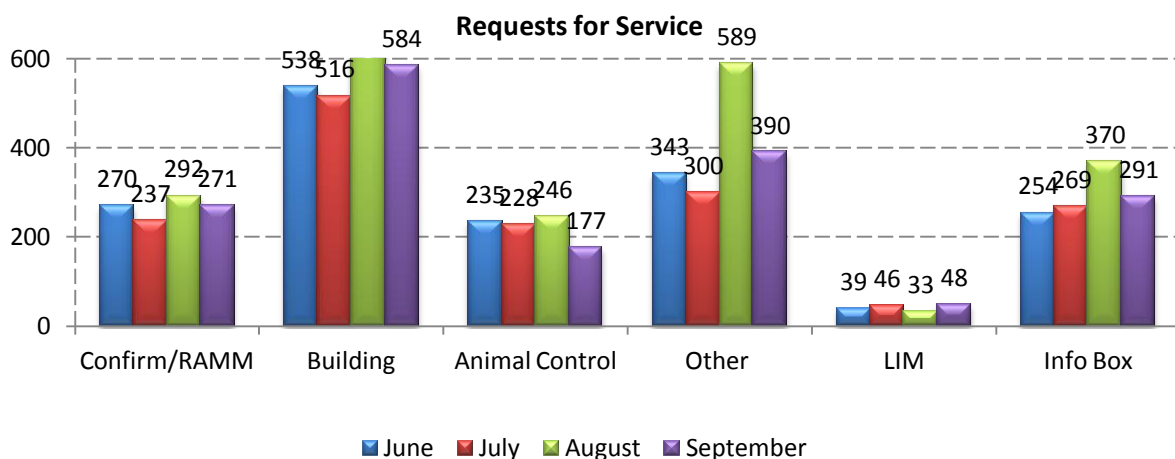
- 1.1 Customer Service Centres have been busy through June and July with 10,300 Dog Registrations being completed. 99% of our customers found it a simple process to register their dog.
- 1.2 The first instalment of rates in August for the current rating year caused the usual flurry of activity with payments. We also experienced increase in phone calls asking why the increases and others asking for information on payment methods to smooth out the budget for the year.
- 1.3 Rates Rebate applications also came flooding in with over 1100 being received so far this year. They are being processed promptly by Customer Service staff at the counter. A great service to these customers.
- 1.4 Changes to the legislation affecting driving age and testing hasn't shown to have as much an impact as we first envisioned. From 1 August the age for applying for a licence will change from 15 to 16 years.

The graph below shows counter transactions and phone call activity during this period.



**2. SERVICE REQUESTS**

- 2.1 Confirm/RAMM requests relate predominately to Engineering activities. Some of these calls are for water or roading problems. We haven't had any storm events during this period that has caused any unexpected rise in Service Requests.
- 2.2 Building, Animal Control and Land Information Memorandum requests are around the levels expected.
- 2.3 The [info@tasman.govt.nz](mailto:info@tasman.govt.nz) box was busier through August, mainly questions regarding rate invoices. Our website has the facility for contacting Council but regular users still use this method as their first choice to complete daily business with Customer Services.



**3. SCANNING OF PROPERTY FILES TO DISC**

- 3.1 The process for delivering the service is now in place in all Service Centres. We have had a few teething problems which are almost sorted at this time.
- 3.2 The price for property information to CD is \$15.00. We are anticipating that this option will become more popular to our customers once they are familiar with the service.

#### **4. THE NEXT THREE MONTHS**

- 4.1 I was requested by the Committee earlier this year to review the Service Request system and put in place a structure for calling back customers to gauge their level of satisfaction with Council service.
- 4.2 The process of reviewing all our documentation for Service Requests is now complete. It has highlighted additional training needs for some staff. After this has been completed I anticipate we will be able to move forward on the phone calls and reporting.

#### **5. RECOMMENDATION/S**

That the report be received.

#### **6. DRAFT RESOLUTION**

**THAT the Community Services Committee receives the Customer Services Manager's Report RCS11-10-08.**

Suzanne Westley  
Customer Services Manager

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